

# California Chrome Wheel Inc.

## Customer Instruction Sheet

### - Custom Order Services Contract -

Shipping & Receiving:  
24850 Avenue Rockefeller  
Valencia, CA 91355

Billing:  
PO Box 802936  
Santa Clarita, CA 91380-2936

Tel: (661) 294-0170  
Fax: (661) 294-0104  
www.calchrome.com

Please fill out this sheet to the best of your knowledge. This contract aids in communication between all parties, and ensures a smooth transaction.

**Today's Date:** \_\_\_\_\_

**Estimate Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**E-Mail Address:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_

**Zip:** \_\_\_\_\_

**Cell Phone:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_

**Work Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Wheel Construction Type:** (This helps in determining quotation. Check all that apply.)

- Alloy  
  Steel  
  Composite  
  1 pcs  
  2 pcs May require disassembly  
  3 pcs Requires disassembly  
  Bolted  
  Welded  
  Assembly Bolts  
  Don't Know

**What is the year, make and model of your vehicle?** \_\_\_\_\_

**What is the current finish on the wheels?**

- Raw  
  Painted  
  Previously Chromed You must call for special instructions.

**How many wheels are you shipping?**

**How are you shipping your wheels?**

- 1  
  2  
  3  
  4  
  Other (Please specify): \_\_\_\_\_

- UPS  
  FedEx  
  USPS  
  Other: \_\_\_\_\_

**Have you included any accessories?** (tires, lug nuts, center caps, valve stems) **Please describe: ie, brand, size etc.** \_\_\_\_\_

Describe in detail any instructions regarding the work to be performed on your wheels. Please include the cost quotation for wheels, center caps, freight and any other services that apply, as well as the name of the California Chrome Wheel Inc sales person you have contacted.

**Requested Finish:**  Chrome  
 CalChrome Clear  
 Black Chrome  
 Fusion Coat  
 Re-Chrome  
 Other (Describe Below)

**CCW Sales Person:** \_\_\_\_\_

**Estimate Number:** \_\_\_\_\_

Description of work to be performed	Price Quote
Describe work to be done on your wheels.	\$ _____
Describe work to be done on your caps.	Or Purchasing <input type="checkbox"/> Yes (qty) _____ replacement caps? <input type="checkbox"/> No
Describe any other services.	\$ _____

Due to the many service options available, shipping costs will be determined upon completion of work. All outbound shipments from CalChrome will ship via UPS, FedEx, OnTrac etc, NO freight collect available.

**For additional information, please visit [www.calchrome.com](http://www.calchrome.com) and click "shipping"**

**Please verify special requests and/or requirements in writing from your sales contact**

**Quality / Variety:** California Chrome Wheel Inc. uses the most current technology along with strict attention to detail, making the highest quality finishes and products available. This has made us the industry leader. Such finishes include Chrome (Electro Plating), Black Chrome, CalChrome Clear (PVD), Fusion Coating, Custom Polishing, and Custom Finishes. However, all work performed (all finishes, repairs, special services) is done on a "best effort" basis and therefore is custom. This does not guarantee a perfect part, as many variables exist.

**Re-Chrome Plating\*:** Please note that re-chroming a wheel that has been previously chrome plated is a very special procedure. Unlike chrome plating a raw, as-cast, machined, polished, or painted wheel, an existing chrome plated wheel requires additional steps and extra care. Customer expectations may be unrealistic since the new chrome plating will show any imperfections in the base material such as pitting and/or corrosion. Any imperfection in the base material may not be visible until the old plating has been removed. Similar to the damage caused by wood termites, some damage may not be visible from the outside. Aluminum and steel wheels are softer material than the metals plated on them and corrosion will attack the softer metal first. Please review [www.calchrome.com/ReChrome](http://www.calchrome.com/ReChrome) for complete rechrome details and expectations.

**\*Re-chrome work must be paid by check, money order, or wire transfer. No exceptions.**

**Multi-Piece Plating:** Please review [www.calchrome.com/typesofwheel.php](http://www.calchrome.com/typesofwheel.php) to determine what kind of multi-piece wheel you have. Once determined, please contact a sales associate for an explanation of what must be done for chrome plating as well as additional charges that may be incurred.

**Pricing Adjustments:** Due to the nature of telephone and/or email estimates, the actual processing costs may differ from original assessments. For example: There may be lateral run out (bend) that is not visible during inspection without spinning the wheels at speed. If the cost is different, we will contact you with an exact figure based on our professional examination of the wheels / parts. It is our job as a professional in this field to determine all necessary repairs that need to be done. You as the customer ultimately make the decision on how much work is to be performed.

**Packaging Surcharges:** Wheels and/or parts that are packed with packing peanuts, foam, or other messy/non-protective methods will be assessed a **\$10 per package fee** for the additional time and clean up required to open your packages. Packing peanuts do not protect your wheels. Using one of these packing materials may delay the opening and inspection of your parts. Please see [www.calchrome.com/shipping\\_menu.php](http://www.calchrome.com/shipping_menu.php) for complete details and packaging recommendations.

**Return Shipping:** California Chrome Wheel does not accept customer provided return labels and / or customer provided prepaid return shipping. Please arrange all shipping with your sales contact. All shipping quotes provided by CalChrome include the use of our custom oversized double walled 275# boxes, custom injection foam molds, and full insurance. We will not compromise the packing method to lower the shipping quote. We want you to receive the completed part in perfect condition.

I have read and understand the information above and agree to the terms, conditions, and warranty information on the calchrome.com website. I also agree that work is done on a "best effort basis" and this does not guarantee a perfect part. I authorize California Chrome Wheel Inc. to process my wheels and agree to submit payment in full via credit card, personal / company check or money order (except for freight charges) prior to any work being performed. Freight charges, which are to be determined later, can be paid by Credit Card / PayPal.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

I have included this contract, pre-payment in the following form:  Check (personal or business accepted)  
 Money Order